GFK

A large organisation needed to monitor a distributed POS system, the reports needed drawn manually buy the onsite manger, Friday after work each report would take one to two hours then they needed to be mailed to a central mail address. This led to people not wanting to take the management role and a high churn of managers as none of them wanted to work the extra hour on a Friday night. It also resulted in the process not being done every Friday if the manager remembered he would do it on the Monday leading to skewed results at the head office This intern lead to poor stock levels of the various products.

Our solution

We built a bot that logged on after everyone had gone home it pulled the reports and mailed them to the relevant person who ran the statistics on time and managed to improve their ordering process improving stock levels at the store and took the pressure of the management role.

ROI

Staff moral was improved as the churn in the management role was reduced (How do you put a price on that)

Board room statistics where not skewed

Stock levels where maintained at the correct levels not only did sales improve of the fast moving products but the slow moving products where not over ordered leading to money sitting on the shelves and in the stock room of the product that did not move.

Comparing information supplied to the company to the information on government database

In a large South African oil company, an average of 16000 VAT numbers needed to be checked against the sars database every three months this was an almost impossible manual task to achieve. Once the results cam in they needed to be sorted into different levels of matching based on the rules supplied. Ranging from non vat number supplied as a vat number, Vat numbers of another company supplied to the perfect match.

Some of the issues where the way they where captured at SARS and the way they where captured at the oil company differed from spelling mistakes to abbreviations etc… All of which needed to be considered.

Our solution

Build a bot that has two sets of rules and the ability to take the results and run them against the SARS data base, We took all the vat numbers and company details from a supplied spread sheet we then looped over the list taking each set of information and checked it against the first set of rules if the information failed the first set of rules we added them to the failed primary check failed file with a reason, if it passed the primary check we opened the website and tested the supplied information against the government information, failed results where taken from and added to a file failed at SARS with a reason if it passed the SARS data check it was run against the information supplied, once again if the information failed the third check it was placed in a third file and if it passed it was put in the passed file with a percentage passed based on the rules supplied.

ROI

With out removing many resources for days from their primary job management could rest assured that compliance was met, with a greater degree of accuracy than before, whilst saving countless man hours that they could ill afford

IMI

A large system support company had a team of people going over PDFs produced by the server logs looking for errors and back up failures, this was time consuming and costly, with many errors and delayed results for their clients,

Our solution

Take the PDFs that where produced by the system and sort the results based on key information, Key words color changes in the results and differences in information between the new result and past results. Based on the rules supplied there where different reactions Send mail to the correct client informing them all was good space was running out etc.. before the client found the information out themselves, or if there was action required by the company staff it could be taken in various formats from sending an email to taking the action by the bot depending on the rule that was met.

ROI

Satisfied clients with a lot less waisted expensive resources being used by the company, often solving issues before any human even knew about it. Meeting of SLA requirements with out over extending valuable resources.